

AMERITECH PERFORMANCE MEASUREMENT USER GUIDE

52. Measurement:						
Mean Time To Restore						
Definition:						
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.						
Exclusions:						
<ul style="list-style-type: none">• UNE and Interconnection Trunk.• No Access Time.• Delayed Maintenance Time.						
Business Rules:						
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.						
Levels of Disaggregation:						
<ul style="list-style-type: none">• Geographic, per State Agreements• Resold Specials<ul style="list-style-type: none">– DDS– DS1– DS3– Voice Grade Private Line (VGPL)– ISDN BRI– ISDN PRI– Any other services available for resale<ul style="list-style-type: none">• UNE Loop and Port– ISDN BRI– ISDN PRI<ul style="list-style-type: none">-- Other combinations						
Calculation:				Report Structure:		
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$				Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.		
Measurement Type:						
		IL	IN	MI	OH	WI
	Tier 1	High	High	Med	High	High
	Tier 2	High	High	Med	High	High
Benchmark:						
Parity with Ameritech Retail.						

Note: This is only a sample document and is for example purposes only.

VERIZON PERFORMANCE ASSURANCE PLAN

Function:		
MR-4 Trouble Duration Intervals		
Definition:		
Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble: CPE, Coin Test OK,Came Clear, Customer error Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated, ILEC company official orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: <ul style="list-style-type: none"> Individual CLEC CLECs in the aggregate ILEC (if analog applies) Products: <ul style="list-style-type: none"> Resale POTS Resale Specials UNE Loop Nondesigned UNE Loop Designed UNE Port UNE Transport UNE Platform UNE Loop xDSL Capable Interconnection Trunks 		Geography: <ul style="list-style-type: none"> Statewide
Sub-Metrics		
MR-4-01	Mean Time to Repair	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
MR-4-07	% Out of Service > 12 Hours – Interconnection Trunks	
Calculation	Numerator	Denominator
	Count of Interconnection trunks troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 12 hours (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for Interconnection trunks
MR-4-08	% Out of Service > 24 Hours	
Calculation	Numerator	Denominator
	Count of Resale and UNE troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours (Designed Troubles exclude interrupt time)	Total customer network trouble reports for all Resale and UNE products

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